

November 9, 2001

TO: Members of the MAG PSAP Managers Group

FROM: Susan MacFarlane, Phoenix, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, November 15, 2001 at **9:00 am**
Ft. McDowell Casino (see map)
Red Rock Cafe
Ft. McDowell, AZ

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. If you have any questions regarding the meeting, please contact me at (602) 262-4433.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Manager Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

TENTATIVE AGENDA

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| 1. <u>Call to Order</u> | |
| 2. <u>Approval of September 27, 2001 Meeting Minutes</u> | 2. Review and approve minutes of September 27, 2001 meeting. |
| 3. <u>MSAG Information Report</u> | 3. For information and discussion. |
| The MSAG Specialist will provide a report regarding the Master Street Address Guide (MSAG). | |
| 4. <u>Qwest 9-1-1 Account Team Report</u> | 4. For information and discussion. |
| Qwest will provide a report regarding service items of interest to the PSAP Managers. | |

5. <u>Qwest Maintenance Report</u>	5. For information and discussion.
Qwest will provide a maintenance report regarding any problems and concerns of interest to PSAP Managers.	
6. <u>ADOA Report</u>	6. For information and discussion.
Arizona Department of Administration (ADOA) will provide an update regarding the overall coordination of 9-1-1 emergency telephone systems in other regions of the State.	
7. <u>Service Provider's Contact Information</u>	7. For information and discussion.
Contact information for service providers used by PSAPs for call handling will be provided.	
8. <u>Request for System Change</u>	8. For information, discussion and possible action.
Newly formed Fountain Hills Fire Department is taking over their dispatch responsibilities. They have asked to become a remote print site with Maricopa County Sheriff's Office continuing to be the primary. This change will be discussed and the committee will be asked to vote on the recommendation.	
9. <u>Budget Amendment</u>	9. For information, discussion and possible action.
Fountain Hills has requested to become a remote print PSAP. If approved, funding for 9-1-1 trunks and equipment will be needed and the budget will have to be amended. A Qwest quote has been requested	
Phoenix Police has discovered that the MIRAN, which is the equipment used for the 9-1-1 recordings for callers in queue, is unable to provide an adequate level of service to their callers. This equipment was inadvertently missed in their upgrade last year to Vesta. The approximate cost for the new MIRAN is \$68,000.	

10. Technical Ad Hoc Working Groups

An Ad Hoc group needs to be formed to research the possibility of regional back up dispatch sites. Volunteers will be called upon to form this group to address this issue and report back to the PSAP Managers group.

10. For information, discussion and possible action.

11. 9-1-1 Customer Premise Equipment Maintenance RFP

An update on the RFP for maintenance service for PSAP 9-1-1 equipment hardware and software will be provided.

11. For information and discussion.

12. FAA Notification Procedure

A sample procedure on the handling of calls reporting an emergency on board an airplane will be distributed and discussed.

12. For information and discussion.

13. PSAP Operational Procedures

Issues affecting PSAP operational procedures will be discussed.

13. For information and discussion.